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October 27, 2000

FEDERAL COMMUNICATIONS COMMISSION CHARGE OF THE SECRETARY

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Ex Parte

Ms. Magalie Roman Salas Secretary Federal Communications Commission 445 12th St., S.W. – Portals Washington, DC 20554

EX PARTE OR LATE FILED

RE: Application by Verizon New England Inc., et al., for Authorization To Provide In-Region, InterLATA Services in Massachusetts, Docket No. 00-176

Dear Ms. Salas:

The purpose of this letter is to provide a correction to two measurements that are contained in Attachment E to the Joint Declaration of Elaine M. Guerard and Julie A. Canny that accompanied the above-referenced application. The need to make this correction arises because of a glitch in a filing made with the Massachusetts Department of Telecommunications and Energy (DTE) during the course of the proceedings it conducted before Verizon filed its application with the Commission.

On August 22, 2000, Verizon-MA filed with the DTE certain revisions to the Carrier-to-Carrier performance reports that had been discussed during the proceeding. The filing was made both by paper copies and electronically. The paper filing with the DTE was correct, and is included with Verizon's application to the Commission in Appendix B, Volume 46, Tab 537. For some reason, the electronic filing made with the DTE did not include all of the revisions that were included in the paper filing.

Verizon was unaware of this glitch, and used the electronic version to create Attachment E to the Guerard/Canny Declaration. After the application had been filed, the discrepancy was discovered, and Verizon-MA filed a corrected electronic version with the DTE in October.

The glitch affects two metrics: OR-4-01 (Completion Notice – Average Response Time) and OR-4-02 (Completion Notice - % On Time) for May and June. Corrected pages are enclosed, and the corrected metrics are shown in bold type face.

Because this letter provides no new information, but merely corrects a Declaration Attachment to match the correct information which was already in the record before the Commission, the twenty-page limit does not apply as set forth in DA 00-2159.

Sincerely.

Attachment

cc: E. Einhorn

S. Pie

Ma. of Copies rec'd 6+1
List A B C D E

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines May 2000
Bell Atlantic - Massachusetts

Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance
ORDERING - RESALE POTS / SPECIAL SERVICES

Madula A			CLEC Aggregate	CLEC Aggregate
Metric #	PO-3 - Contact Center Availability	Standard	Performance	Observations
PO-3-01 PO-3-02	Average Speed of Answering - Ordering (secs) % Answered within 30 Seconds - Ordering	80% within 30 Seconds	7.16 94.30	8596
PO-3-03 PO-3-04	Average Speed of Answering – Repair*& (secs) % Answered within 30 Seconds – Repair*&	80% within 30 Seconds	21.59 88.10	125158
10004		50% WILTEN 30 SECURICS	88.10	123136
	SSTS E-Prof Building Complete Books should be stated			
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.04	
OR-1-02 OR-1-03	% On Time LSRC - Flow Through Average LSRC Time < 10 Lines	95% within 2 Hours	99.62 9.98	4813
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours	97.89 21.91	5326
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.36	61
00.00	OR-2 - Reject Timeliness			
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow Through) % On Time LSR Reject - Flow Through	95% within 2 Hours	0.00 100.00	2780
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 24 Hours	11.24 97.37	3123
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	13.00 100.00	- 8
			•	
	estations and loss of a section of the state			
OR-1-03	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines		43.20	
OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	93.33	15
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
	OR-2 - Reject Timeliness - Requiring Loop Qualification			
Off-2-03 Off-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 72 Hours	14.57 100.00	22
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
	BOS ASSOCIATION CONTRACTOR			
OD 2.01	OR-3 - Percent Rejects		49.25	12505
OR-3-01	% Rejects	No Standard	48.35	12505
OR-4-01	OR-4 - Timeliness of Completion Notification Completion Notice - Average Response Time		0.09	
OR-4-02 OR-4-03	Completion Notice - % On Time % Orders Excluded from % On Time Measurement	95% by next bus, day at noon	99.38 UD	8243
OR-4-04 OR-4-05	Work Completion Notice – Average Response Time Work Completion Notice – % On Time	95% by next bus, day at noon	0.00 100.00	7563
	OR-5 - Percent Flow-Through	, ,		
OR-5-01 OR-5-02	% Flow Through - Total % Flow Through - Simple	No Standard Developed No Standard Developed	44.60 47.18	10805 10200
OR-5-03	% Flow Through Achieved	95%	UD	10200
00.00	OR-6 - Order Accuracy	0500 0 1 1 1 1 1 5 1 1 5 1 1 1	77.00	250
OR-6-01 OR-6-02	% Accuracy - Orders* % Accuracy - Opportunities*	95% Orders without Errors 95% Orders without Errors	77.93 97.46	358 6699
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	95.44	460
	Special Services - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-03 OR-1-03	Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0		18.20 UD	
OR-1-03	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03 OR-1-04	Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines	95% within 48 Hours	UD 97.71	569
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04 OR-1-04	% On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05	Average LSRC Time >= 10 Lines	95% within 48 Hours	UD 42.76	
OR-1-05	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05 OR-1-05	Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3		UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD 92.85	14
OR-1-06	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	1.7
OR-1-06 OR-1-06	% On Time ASRC >= 10 Lines DS1 % On Time ASRC >= 10 Lines DS3	95% within 72 Hours	ÜĎ	
-	OR-2 - Reject Timeliness	95% within 72 Hours	UD	
OR-2-03 OR-2-04	Average LSR Reject Time < 10 Lines	1	11.88	
OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 48 Hours	100,00	93
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
		-		

Carrier to Carrier Performance Standards and Reports Interim Guidelines May 2000 Bell Atlantic - Massachusetts

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	Uit Pre-ordering			
Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3-01	PO-3 - Contact Center Availability Average Speed of Answering – Ordering* (secs)		11.45	
PO-3-02	% Answered within 30 Seconds - Ordering*	80% within 30 Seconds	88.70	28384
PO-3-03 PO-3-04	Average Speed of Answering - Repair*& (secs) % Answered within 30 Seconds - Repair*&	80% within 30 Seconds	21.59 88.10	125158
	Parlom)			
		l		
OR-1-01	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.02	
OR-1-02 OR-1-03	% On Time LSRC - Flow Through	95% within 2 Hours	100.00	2125
OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	9.02 99.17	242
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
				<u> </u>
OR-2-01	OR-2 - Reject Timeliness Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.00	
OR-2-02 OR-2-03	% On Time LSR Reject – Flow Through Average LSR Reject Time < 10 Lines	95% within 2 Hours	100.00 7,14	342
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	99.36	157
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
	OR-6 - Order Accuracy*			
OR-6-01	% Accuracy - Orders	95% orders without errors	92.35	379
OR-6-02 OR-6-03	% Accuracy - Opportunities % Accuracy - LSRC	95% orders without errors 95% orders without errors	99.11	4717 441
	Loop/Pre-qualified Complex/LNP			
	OR-1 - Order Confirmation Timeliness			
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.06	
OR-1-02 OR-1-03	% On Time LSRC Flow Through Average LSRC Time < 10 Lines	95% within 2 Hours	99.84 7.83	3895
OR-1-04 OR-1-05	% On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines	95% within 24 Hours	95.24 14.37	9168
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	99.13	232
	OR-2 - Reject Timeliness			
OR-2-01 OR-2-02	Average Local Service Request (LSR) Reject - Time (Flow-Through) % On Time LSR Reject - Flow Through	95% within 2 Hours	0.00 100.00	1022
OR-2-03	Average LSR Reject Time < 10 Lines		10.12	
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 24 Hours	91.58 17.91	1794
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	99.22	129
	OR-6 - Order Accuracy*			
OR-6-01 OR-6-02	% Accuracy - Orders % Accuracy - Opportunities	95% orders without errors 95% orders without errors	86.83 98.01	372 3216
OR-6-03	% Accuracy – LSRC	95% orders without errors	97.50	440
	Compact Service . Clear removely Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines	95% within 72 Hours	14.25 99.28	4171
OR-1-05	% On Time LSRC < 10 Lines (Electronic) Average LSRC Time >= 10 Lines		NA	41/1
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA NA	
OR-2-03	OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines		13.43	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.96	2216
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA NA	
	PQTS / Special Services - Aggregate			
	OR-3 - Percent Rejects			
OR-3-01	% Rejects	No Standard	29.13	19482
	OR-4 - Timeliness of Completion Notification			
OR-4-01	Completion Notice - Average Response Time	OFW his many horse days at	0.01	12202
OR-4-02 OR-4-03	Completion Notice - % On Time % Orders Excluded from % On Time Measurement	95% by next bus, day at noon	99.97 UD	12223
OR-4-04 OR-4-05	Work Completion Notice - Average Response Time Work Completion Notice - % On Time	95% by next bus, day at noon	0.00 99.98	10361
		55 76 by Heal Dus, day at noon	33.30	1 10361
OR-5-01	OR-5 - Percent Flow-Through % Flow Through - Total	No Standard Developed	30.35	19835
OR-5-02 OR-5-03	% Flow Through - Simple % Flow Through Achleved	No Standard Developed	38.43	15662
22.00	continued	95%	UD	
	Legend Notations defined on Legend sheet - last page			

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines June 2000
Bell Atlantic - Massachusetts

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

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Metric #	HEAR CROKING A SECURITY OF THE	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3-01	PO-3 - Contact Center Availability			
PO-3-02	Average Speed of Answering - Ordering (secs) % Answered within 30 Seconds - Ordering	80% within 30 Seconds	8.32 92.99	9620
PO-3-03 PO-3-04	Average Speed of Answering Repair*& (secs) % Answered within 30 Seconds Repair*&	80% within 30 Seconds	16.63 88.35	132417
	SO IS as in Bundled Complete Block order by Submittant	_		
	OR-1 - Order Confirmation Timeliness	-		
OR-1-01 OR-1-02	Average Local Service Request Confirmation (LSRC) Time (Flow Through) % On Time LSRC – Flow Through	95% within 2 Hours	0.06 99.30	5907
OR-1-03 OR-1-04	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines	95% within 24 Hours	9.03 98.35	6569
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	37.65 93.15	73
0	OR-2 - Reject Timeliness	55/6 WAR 11/2 FROM 5	30.10	
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)		0.01	
OR-2-02 OR-2-03	% On Time LSR Reject - Flow Through Average LSR Reject Time < 10 Lines	95% within 2 Hours	100.00 9.77	2692
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 24 Hours	97.82 8.58	3036
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	11
	(Many) = 82 m/corect Economic My Stehning Corect Services			
OB 1.02	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines	r	1015	
OR-1-03 OR-1-04	% On Time LSRC < 10 Lines	95% within 72 Hours	16.15 97.43	195
OR-1-05 OR-1-06	Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	3.22 100.00	2
	OR-2 - Reject Timeliness - Requiring Loop Qualification	_		
OR-2-03	Average LSR Reject Time < 10 Lines	F	12.31	107
OR-2-04 OR-2-05	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 72 Hours	100.00	137
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	0.00	
	POTS / Special Services - Aggregate			
OR-3-01	OR-3 - Percent Rejects % Rejects	No Standard	39.34	15303
	OR-4 - Timeliness of Completion Notification	_		•
OR-4-01	Completion Notice – Average Response Time		0.03	
OR-4-02 OR-4-03	Completion Notice - % On Time % Orders Excluded from % On Time Measurement	95% by next bus, day at noon	99.44 UD	10598
OR-4-04 OR-4-05	Work Completion Notice - Average Response Time Work Completion Notice - % On Time	95% by next bus, day at noon	1.34 99.99	10517
	OR-5 - Percent Flow-Through			
OR-5-01	% Flow Through - Total	No Standard Developed	43.80	13486
OR-5-02 OR-5-03	% Flow Through - Simple % Flow Through Achieved	No Standard Developed 95%	47.07 UD	12549
	OR-6 - Order Accuracy	_		
OR-6-01	% Accuracy - Orders*	95% Orders without Errors	83.20	381
OR-6-02 OR-6-03	% Accuracy - Opportunities* % Accuracy - LSRC**	95% Orders without Errors 95% Orders without Errors	98.40 95.98	7117
	Special Survisco - Electronically Submitted	_	•••	
	OR-1 - Order Confirmation Timeliness			
OR-1-03	Average LSRC Time < 10 Lines		13.32	2 -
OR-1-03 OR-1-03	Average ASRC Time < 10 Lines DS0 Average ASRC Time < 10 Lines DS1	-	UD UD	-
OR-1-03 OR-1-04	Average ASRC Time < 10 Lines DS3 % On Time LSRC < 10 Lines	95% within 48 Hours	UD 99.03	726
OR-1-04	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	720
OR-1-04 OR-1-04	% On Time ASRC < 10 Lines DS1 % On Time ASRC < 10 Lines DS3	95% within 48 Hours 95% within 48 Hours	UD UD	
OR-1-05 OR-1-05	Average LSRC Time >= 10 Lines Average ASRC Time >= 10 Lines DS0		9.21 UD	
OR-1-05 OR-1-05	Average ASRC Time >= 10 Lines DS1 Average ASRC Time >= 10 Lines DS3	Ė	UD	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD 100.00	14
OR-1-06 OR-1-06	% On Time ASRC >= 10 Lines DS0 % On Time ASRC >= 10 Lines DS1	95% within 72 Hours 95% within 72 Hours	UD UD	
OR-1-06	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
OR-2-03	OR-2 - Reject Timeliness	_		
OR-2-04	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 48 Hours	11.43 98.95	96
OR-2-05 OR-2-06	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	0.00 NA	
		93/0 WILHO /Z HOURS	INA	
	Legend Notations defined on Legend sheet - last page			

Carrier to Carrier Performance Standards and Reports Interim Guidelines June 2000 Bell Atlantic - Massachusetts

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

Metric #	PO-3 - Contact Center Availability	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3-01 PO-3-02 PO-3-03 PO-3-04	Average Speed of Answering - Ordering* (secs) % Answered within 30 Seconds - Ordering* Average Speed of Answering - Repair*& (secs) % Answered within 30 Seconds - Repair*&	80% within 30 Seconds	21.73 83.95 16.63 88.35	33929 132417
	E Tom	oo ja miini sa saasiiaa	00.00	102417
OR-1-01 OR-1-02 OR-1-03 OR-1-04 OR-1-05 OR-1-06	OR-1 - Order Confirmation Timeliness Average Local Service Request Confirmation (LSRC) Time (Flow-Through) % On Time LSRC - Flow Through Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	0.05 99.74 11.70 97.77 10.00	4302 1035 3
OR-2-01 OR-2-02 OR-2-03 OR-2-04 OR-2-05 OR-2-06	OR-2 - Reject Timeliness Average Local Service Request (LSR) Reject - Time (Flow-Through) % On Time LSR Reject - Flow Through Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines % On Time LSR Reject Time >= 10 Lines	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	0.02 100.00 9.17 98.57 0.00 NA	523 702
OR-6-01 OR-6-02 OR-6-03	OR-6 - Order Accuracy* % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC	95% orders without errors 95% orders without errors 95% orders without errors	89.69 98.79 97.80	359 4044 409
	Loop/Pre-qualitied Complant.NP OR-1 - Order Confirmation Timeliness			
OR-1-01 OR-1-02 OR-1-03 OR-1-04 OR-1-05 OR-1-06	Average Local Service Request Confirmation (LSRC) Time (Flow-Through) % On Time LSRC – Flow Through Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines % On Time LSRC >= 10 Lines	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	0.17 97.27 7.95 97.15 17.00 97.37	5606 9054 343
OR-2-01 OR-2-02 OR-2-03 OR-2-04 OR-2-05 OR-2-06	OR-2 - Reject Timeliness Average Local Service Request (LSR) Reject - Time (Flow-Through) % On Time LSR Reject - Flow Through Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines % On Time LSR Reject = 10 Lines	95% within 2 Hours 95% within 24 Hours 95% within 72 Hours	0.00 100.00 11.12 91.41 21.60 98.77	975 1747 163
OR-6-01 OR-6-02 OR-6-03	OR-6 - Order Accuracy* % Accuracy - Orders % Accuracy - Opportunities % Accuracy - LSRC	95% orders without errors 95% orders without errors 95% orders without errors	92.49 99.11 97.50	373 3242 440
	OR-1 - Order Confirmation Timeliness			
OR-1-03 OR-1-04 OR-1-05 OR-1-06	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines (Electronic) Average LSRC Time >= 10 Lines % On Time LSRC >= 10 Lines	95% within 72 Hours	12.52 99.05 69.04 66.66	5176
OR-2-03 OR-2-04 OR-2-05 OR-2-06	OR-2 - Reject Timeliness Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	11.47 99.17 0.00 NA	2555
	POTS / Special Services - Aggregate OR-3 - Percent Rejects			
OR-3-01	Rejects OR-4 - Timeliness of Completion Notification	No Standard	26.05	25783
OR-4-01 OR-4-02 OR-4-03 OR-4-04 OR-4-05	Completion Notice – Average Response Time Completion Notice – % On Time % Orders Excluded from % On Time Measurement Work Completion Notice – Average Response Time Work Completion Notice – % On Time	95% by next bus, day at noon	0.01 99.08 UD 0.00 100.00	16245 14985
OR-5-01 OR-5-02 OR-5-03	OR-5 - Percent Flow-Through % Flow Through - Total % Flow Through - Simple % Flow Through Achieved continued	No Standard Developed No Standard Developed 95%	38.47 48.70 UD	25781 20343
	Communed Legend Notations defined on Legend sheet - last page			